

FIG. 1 is a block diagram of a system 100 for providing a service to a user. The system 100 includes a service provider head end 10, a set top box 22, and a user device 24. The service provider head end 10 includes a media server 12, an EPG server 16, and an ISP host 38. The media server 12 includes a media database 14. The EPG server 16 includes a program listing database 18. The ISP host 38 includes a content database 52. The set top box 22 is connected to the media server 12, the EPG server 16, and the ISP host 38. The user device 24 is connected to the set top box 22. The system 100 also includes a remote server / credit card activation / authentication clearing house 60, a remote server / online merchant 48, and an internet 44. The remote server / credit card activation / authentication clearing house 60 is connected to the internet 44 and the remote server / online merchant 48. The remote server / online merchant 48 is connected to the internet 44. The internet 44 is connected to the set top box 22.

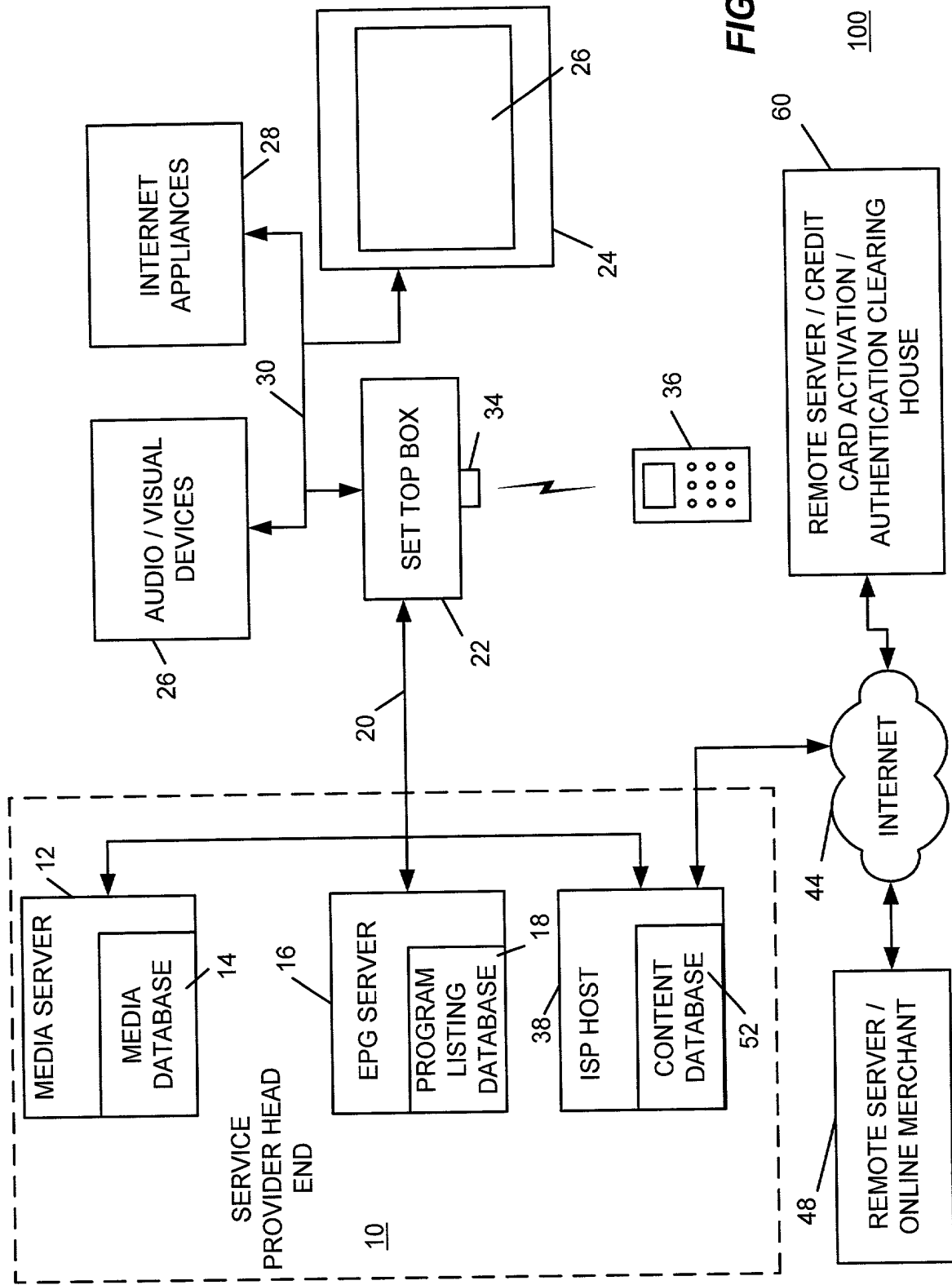


FIG. 1

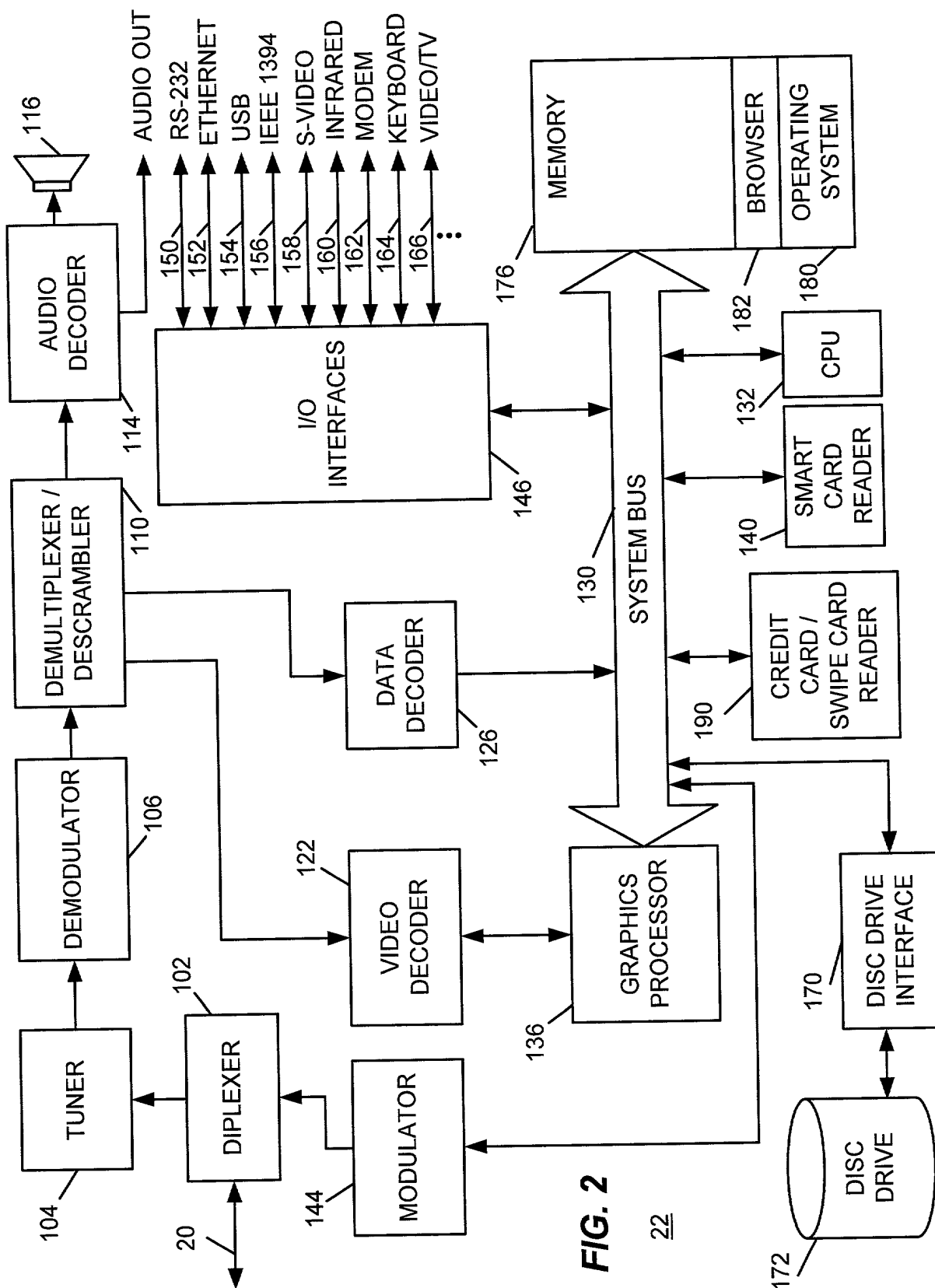
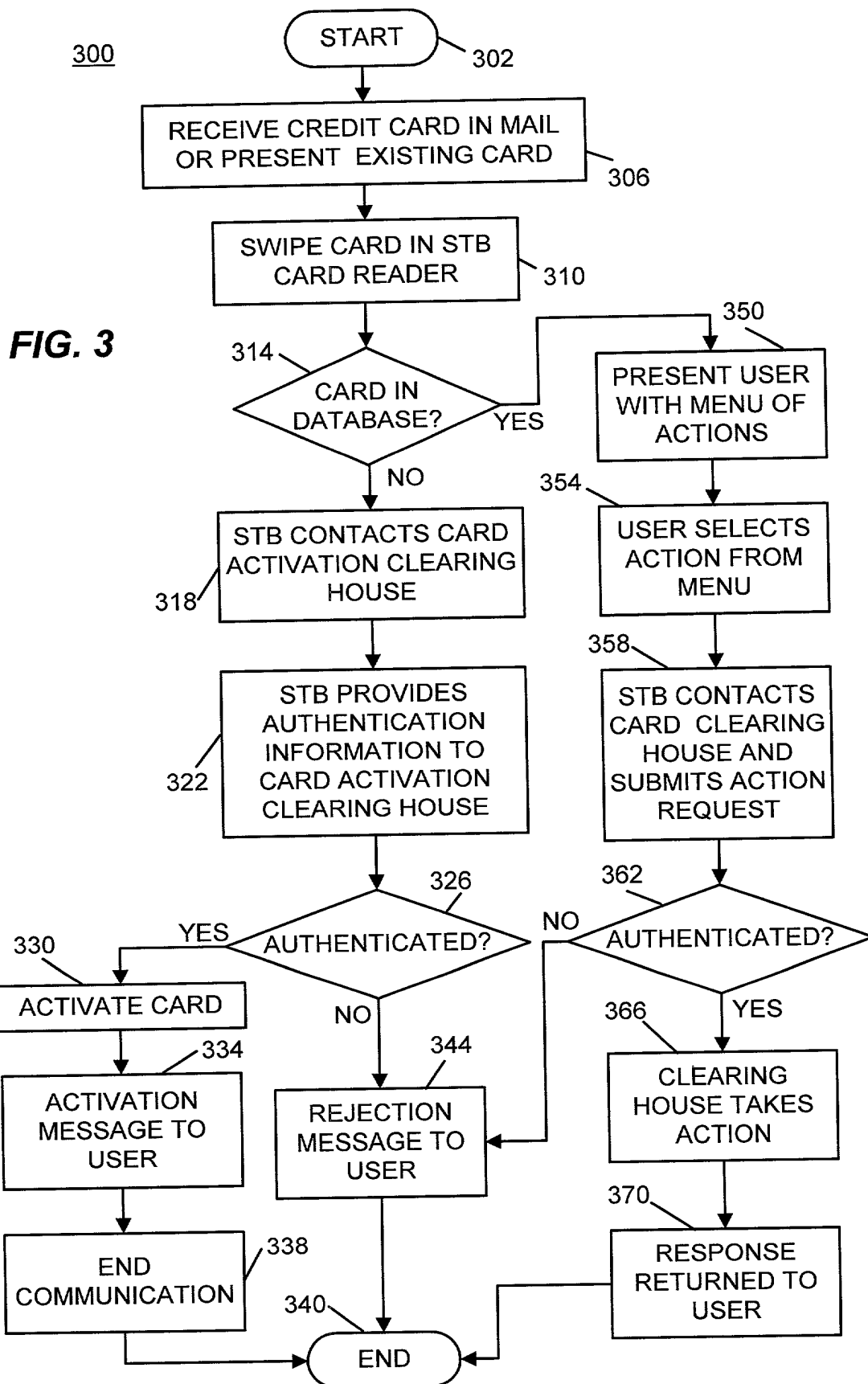


FIG. 2



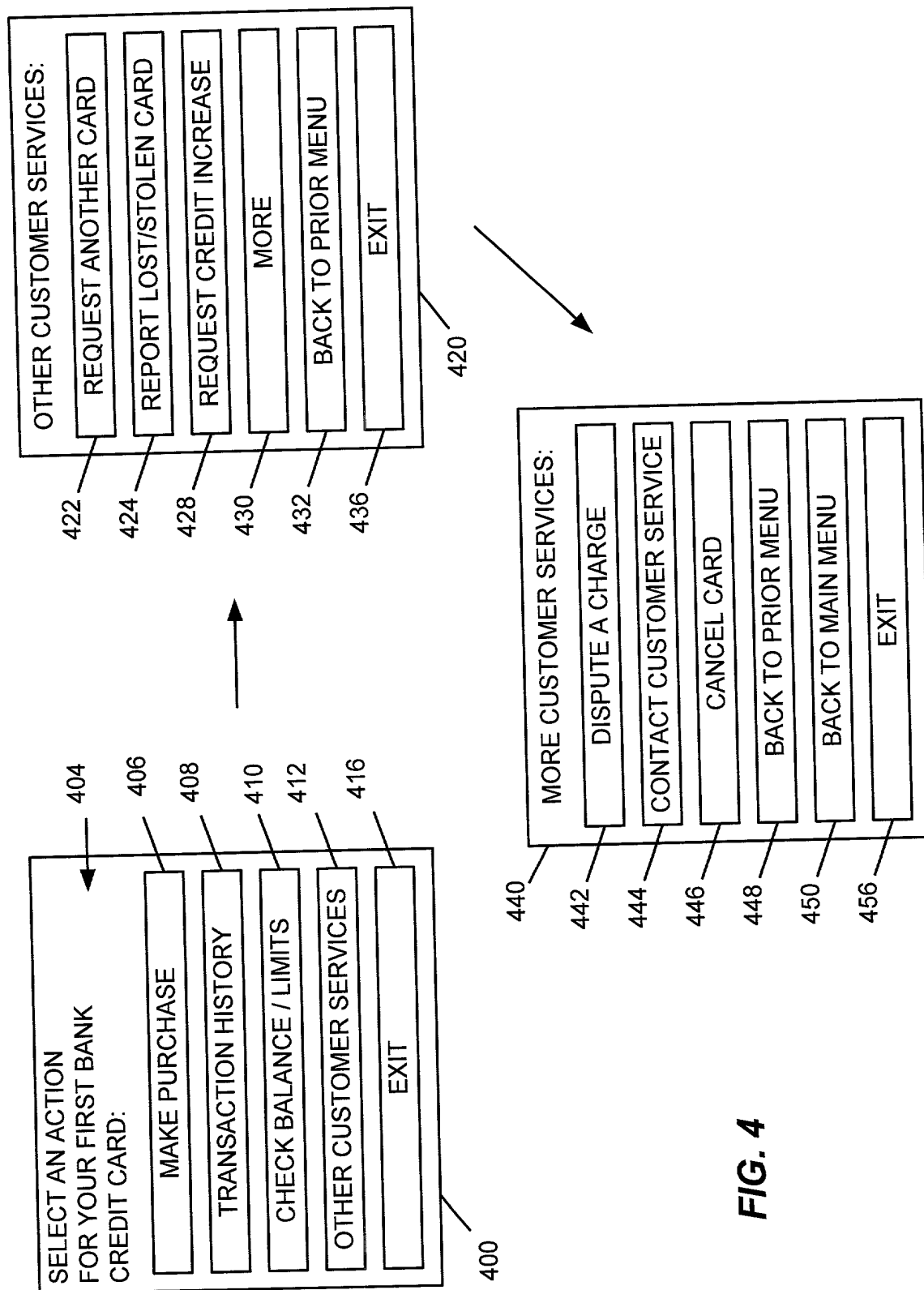


FIG. 4

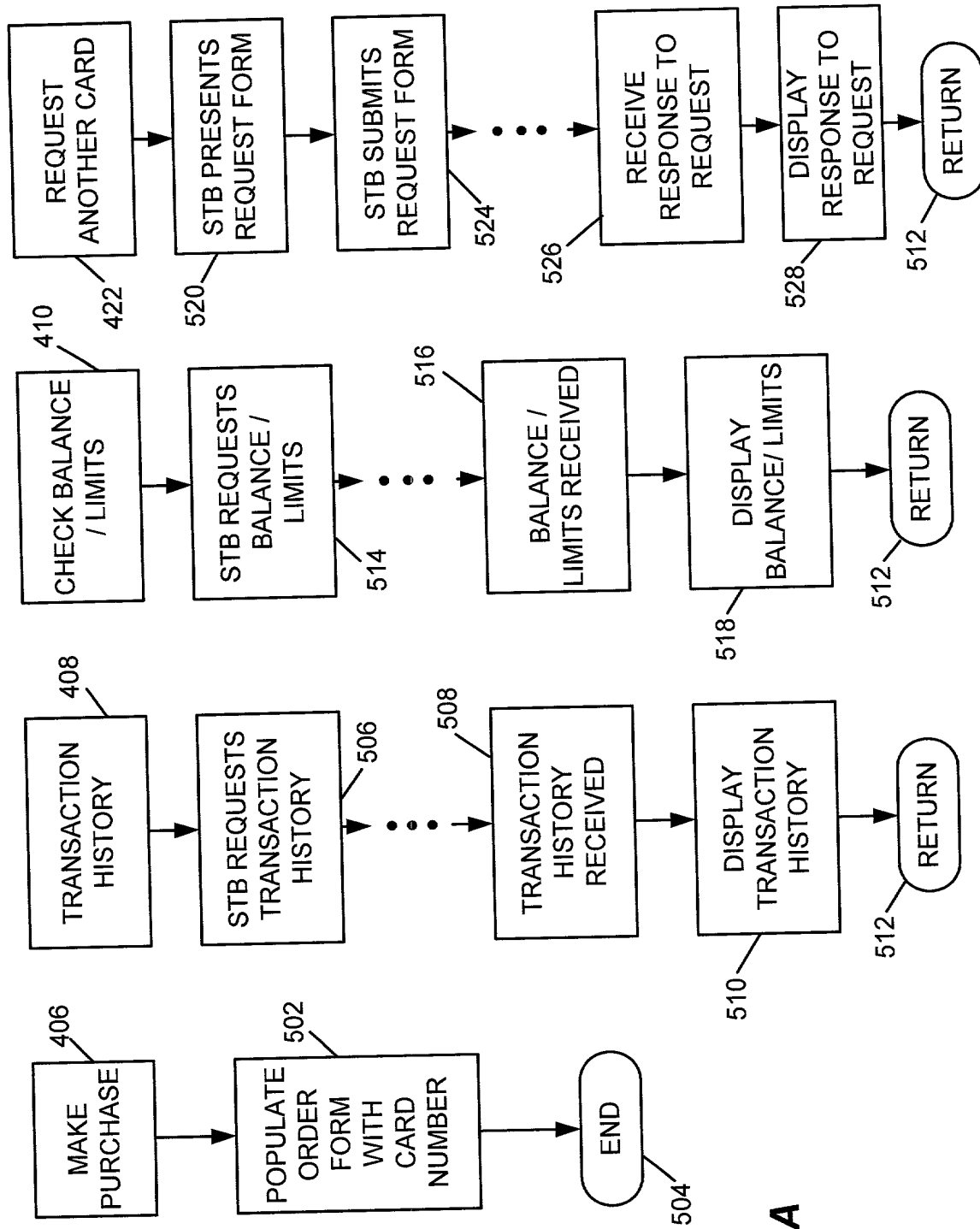


FIG. 5A

FIG. 5B is a flowchart illustrating a process for handling a dispute, request, or report. The process begins with a user initiating an action (424, 428, or 530), which leads to the presentation of a form (530, 540, or 550). The user then submits the form (532, 542, or 550), and the system receives a response (534, 544, or 552). The response is then displayed (536, 546, or 554), and the process returns (512).

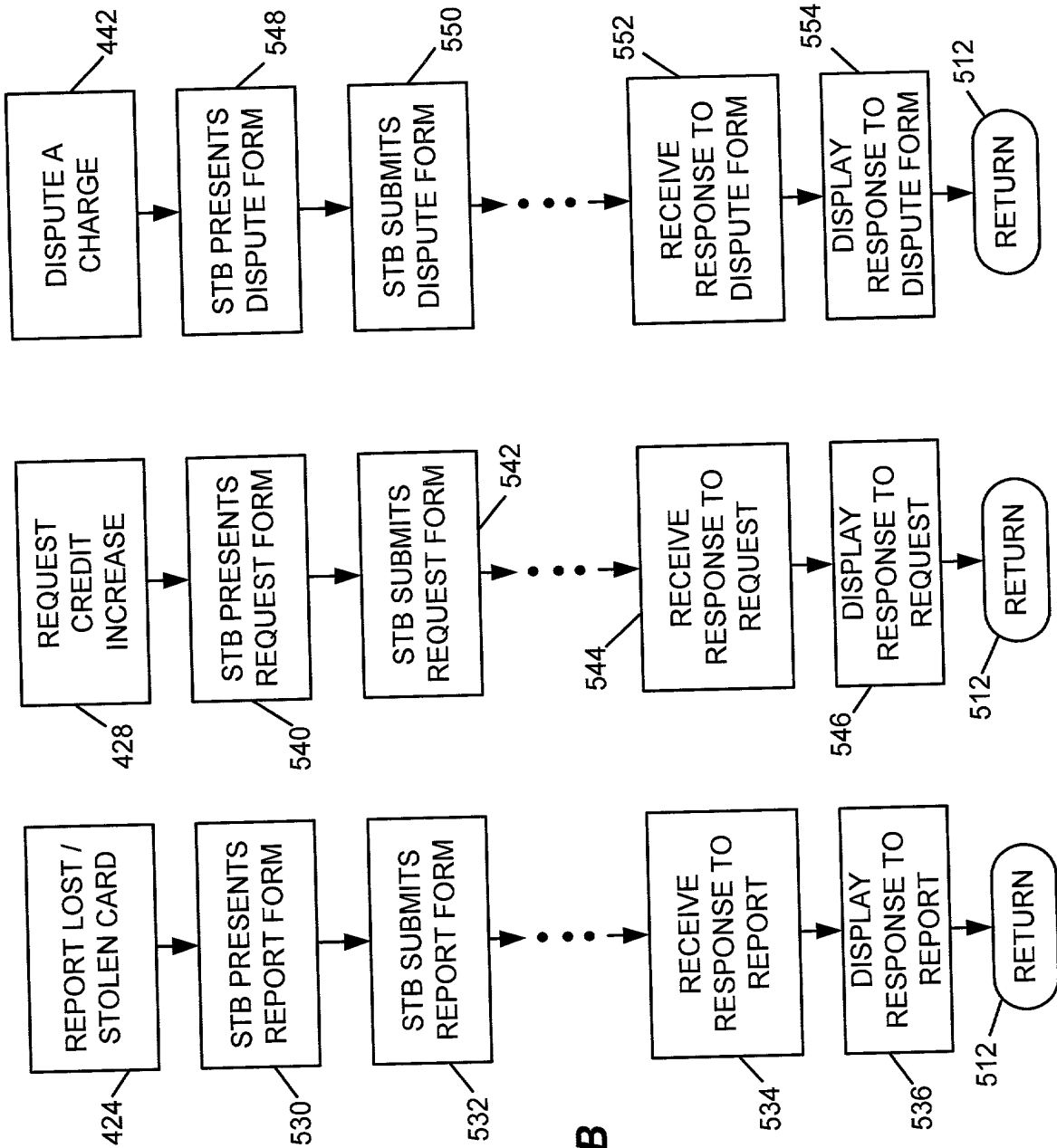


FIG. 5B

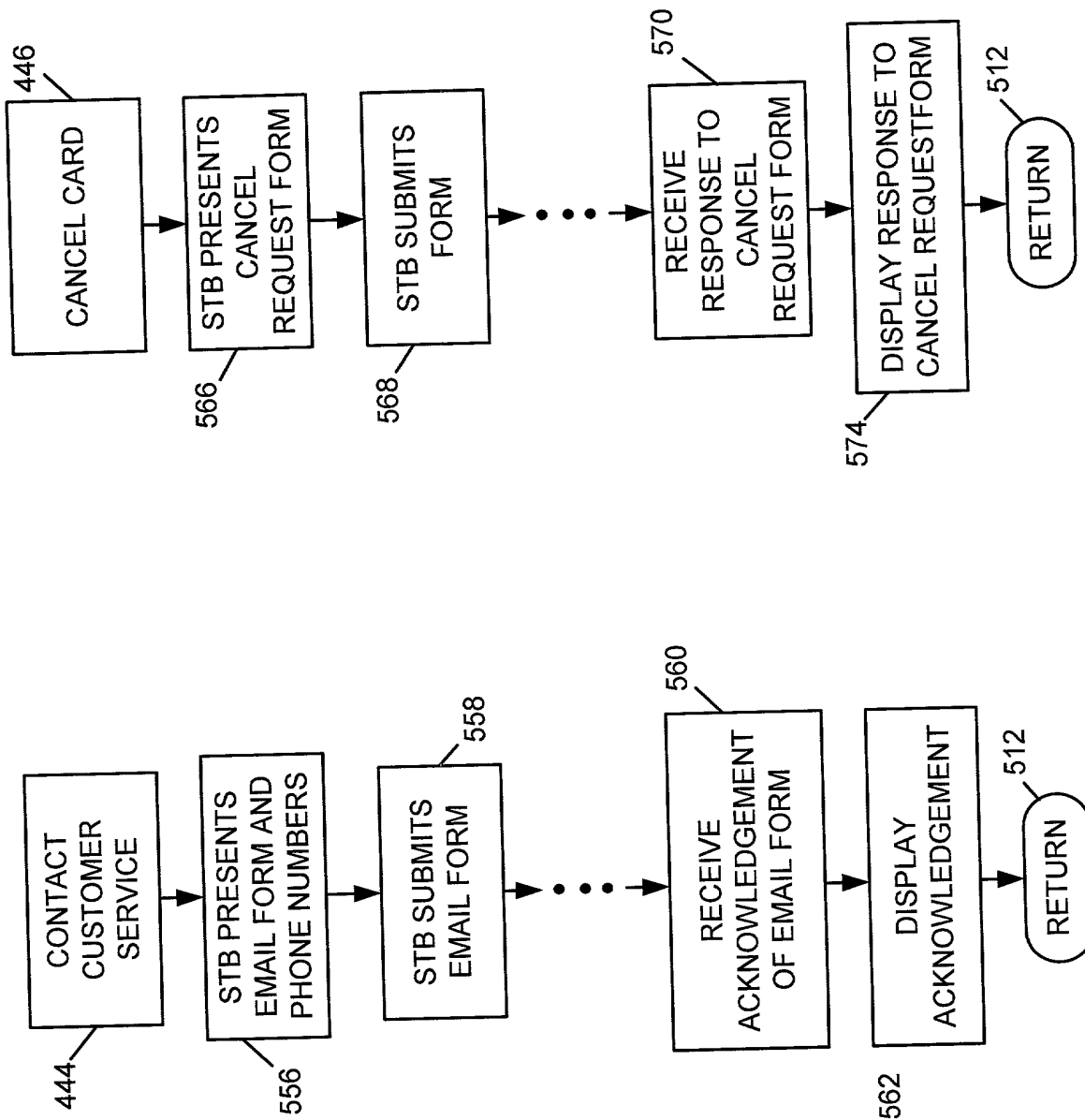


FIG. 5C